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October 30, 2019

The Honorable Jocelyn G. Boyd  
Chief Clerk and Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

Re: Docket No. 2009-220-C. Frontier Communications of the Carolinas, LLC – Service Outage in Georgetown County.

Dear Ms. Boyd:

I am writing to update the Commission on the efforts of Frontier Communications of the Carolinas, LLC ("Frontier") to restore service to our customers in the St. Luke's area of Georgetown County. As the Office of Regulatory Staff ("ORS") stated in its letter to the Commission of October 25, 2019, Frontier has experienced an extended service outage in the St. Luke's neighborhood. Unfortunately, initial attempts to repair our equipment failed. We are remedying the situation as quickly as possible and expect service to be restored no later than November 4, 2019. We will keep the Commission, the Office of Regulatory Staff, and other interested parties apprised of our efforts.

Our priority is to restore service. We also want to make things right. Frontier will provide bill credits to all affected customers and contact each individually to ensure they are receiving quality service.

Please let me know if Frontier can provide additional information regarding this matter.

Sincerely,

A handwritten signature in black ink that reads "Susan A. Miller". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Susan Miller

c: Counsel of Record  
Ms. Dawn Hipp  
The Honorable Ronnie A. Saab  
The Honorable Carl L. Anderson  
The Honorable Sel Hemingway

**BEFORE**  
**THE PUBLIC SERVICE COMMISSION**  
**OF SOUTH CAROLINA**  
**DOCKET NO. 2009-220-C**  
**CERTIFICATE OF SERVICE**

I, **CARL E. BELL**, hereby certify that I have, on this **30th day of October 2019**, served the *Letter of Frontier Communications of the Carolinas, LLC to the Public Service Commission of South Carolina*, upon the party listed below by email to the following person(s) and addresses:

Dawn Hipp  
[dhipp@regstaff.sc.gov](mailto:dhipp@regstaff.sc.gov)  
Office of Regulatory Staff  
1401 Main Street, Suite 900  
Columbia, SC 29201

  
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October 30, 2019  
Columbia, South Carolina